

10 ↘

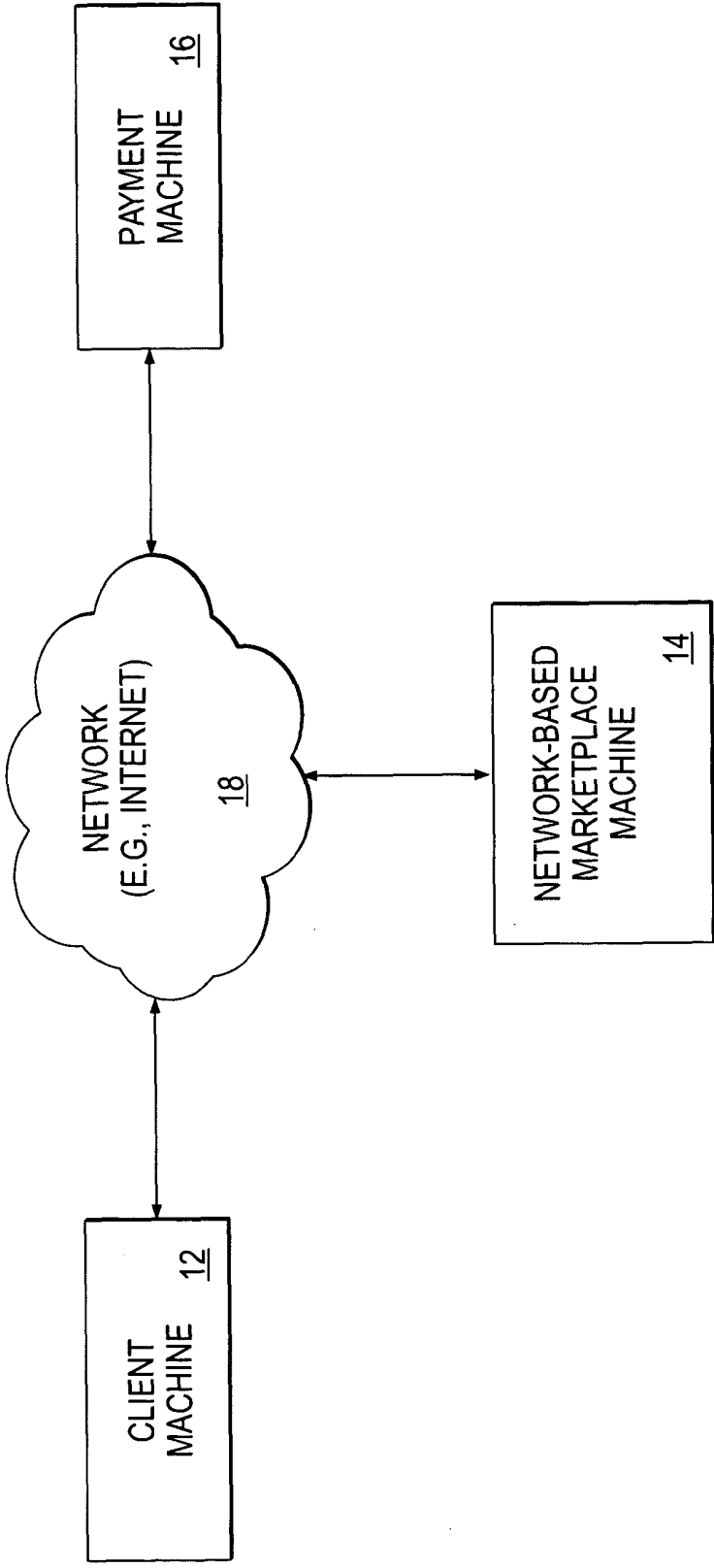


Fig. 1

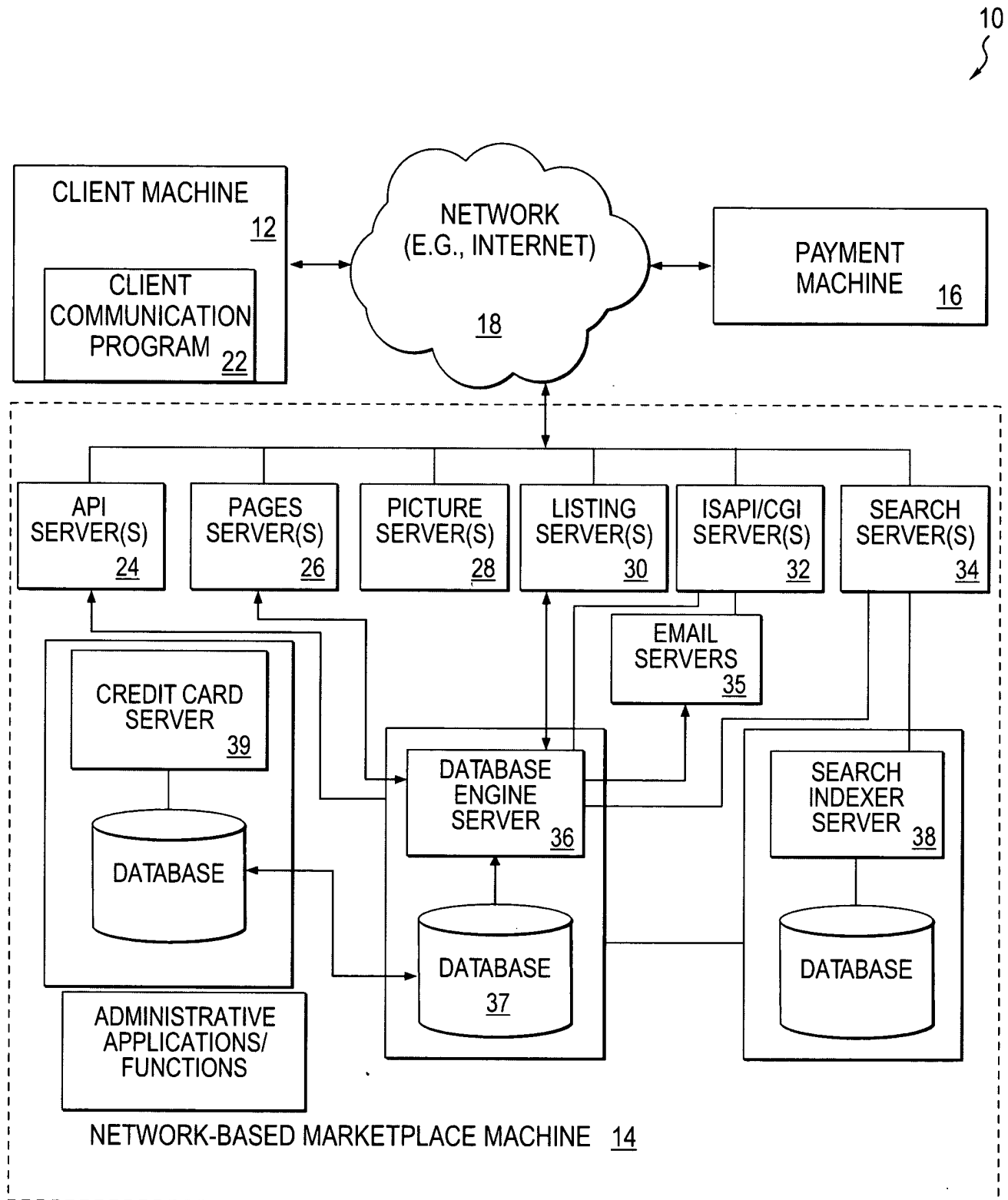


Fig. 2

10
↙

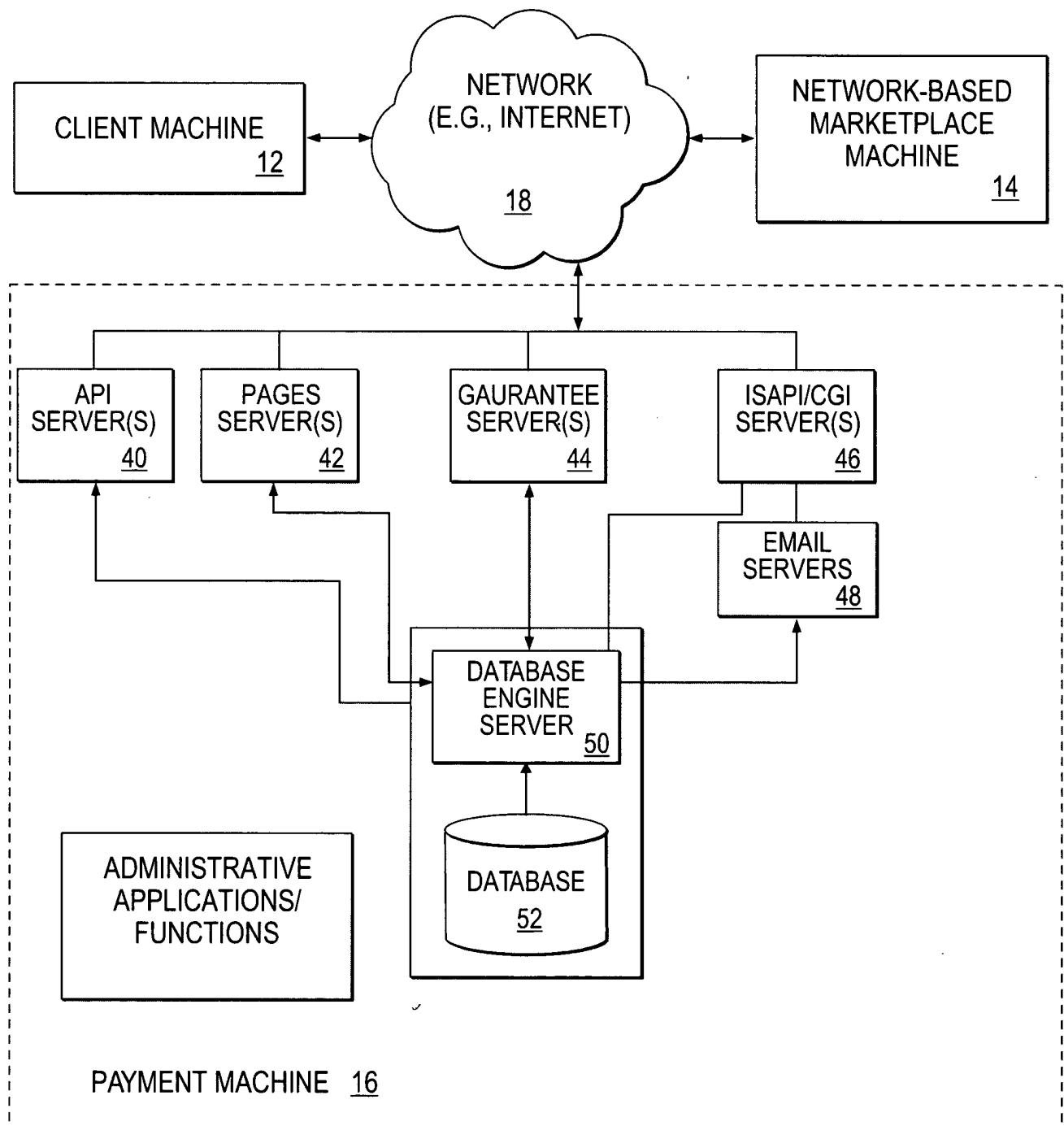


Fig. 3

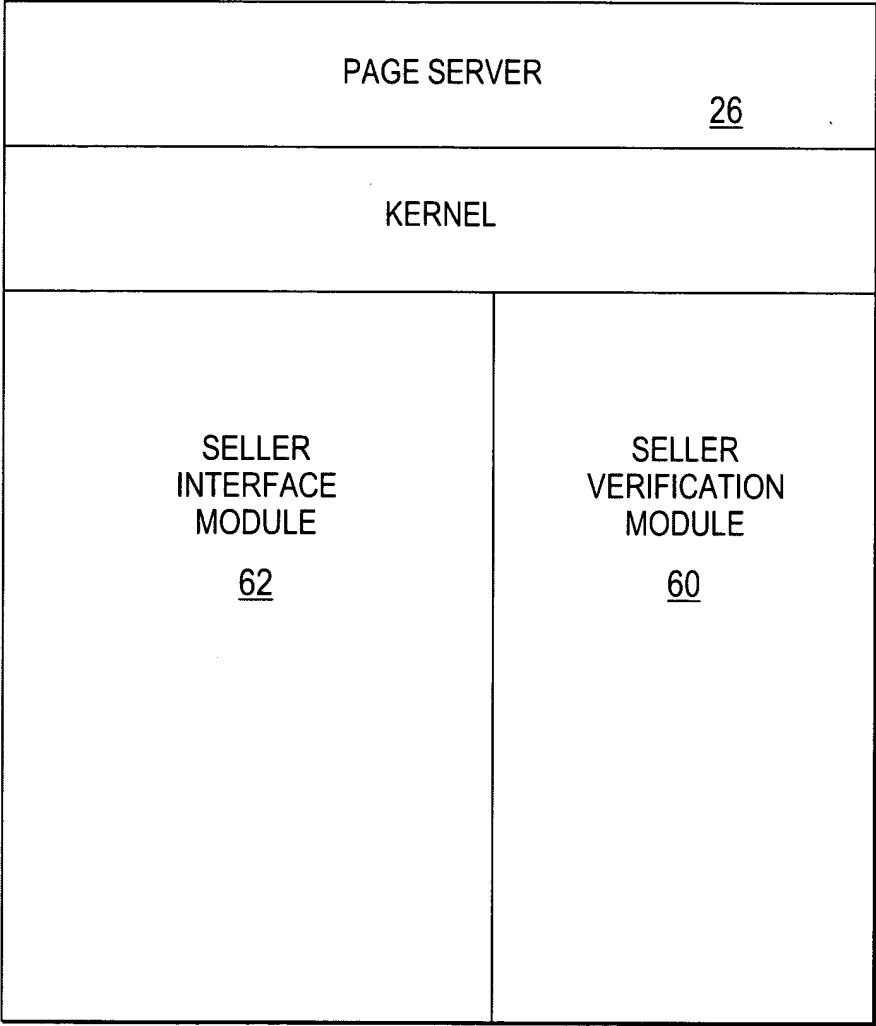


Fig. 4

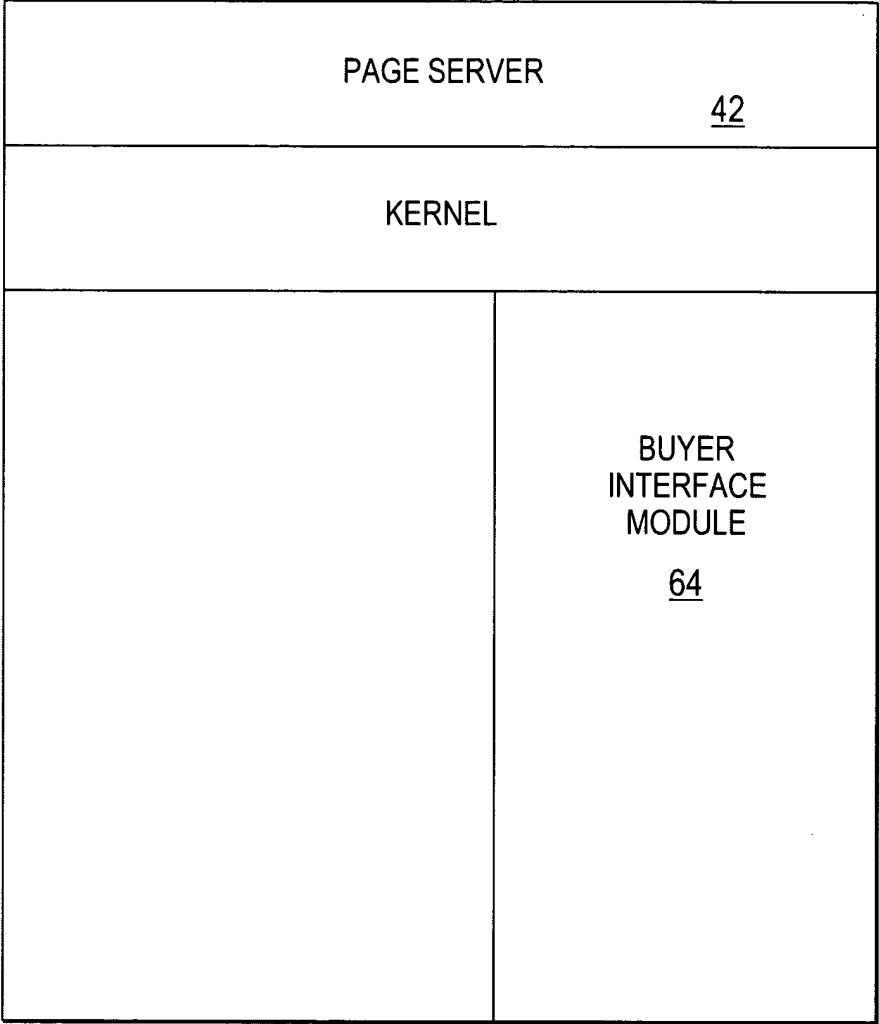


Fig. 5

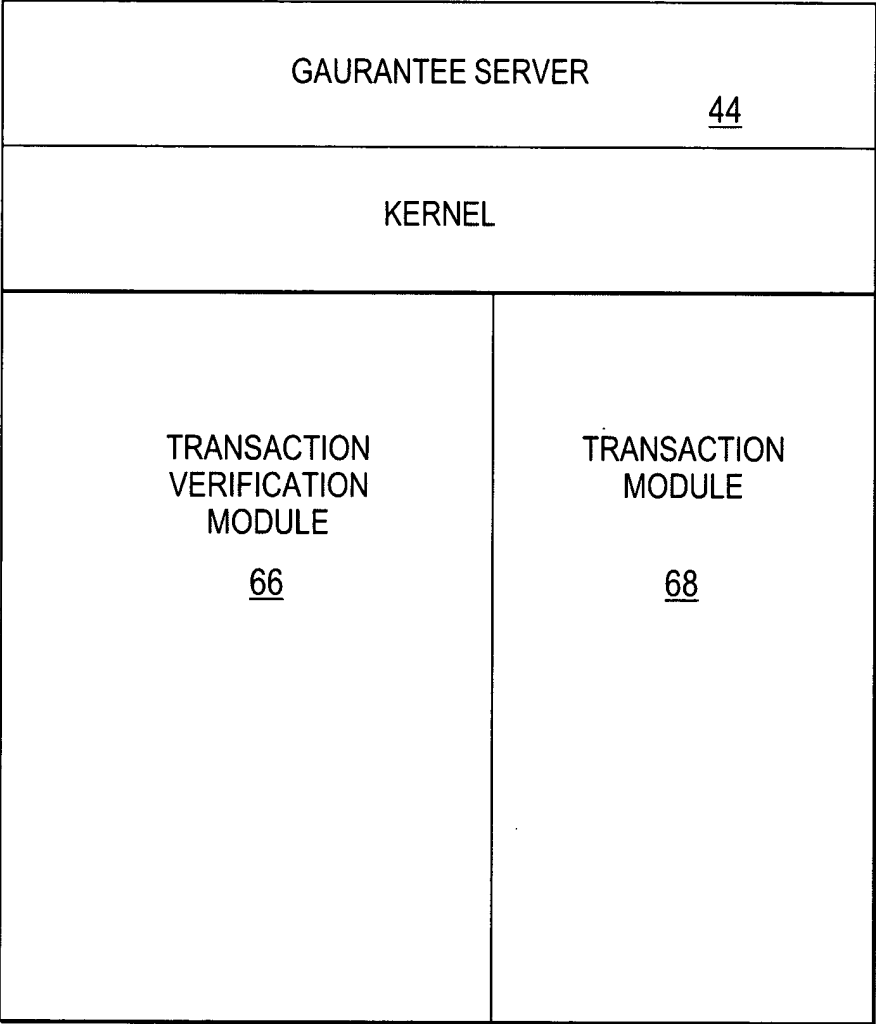


Fig. 6

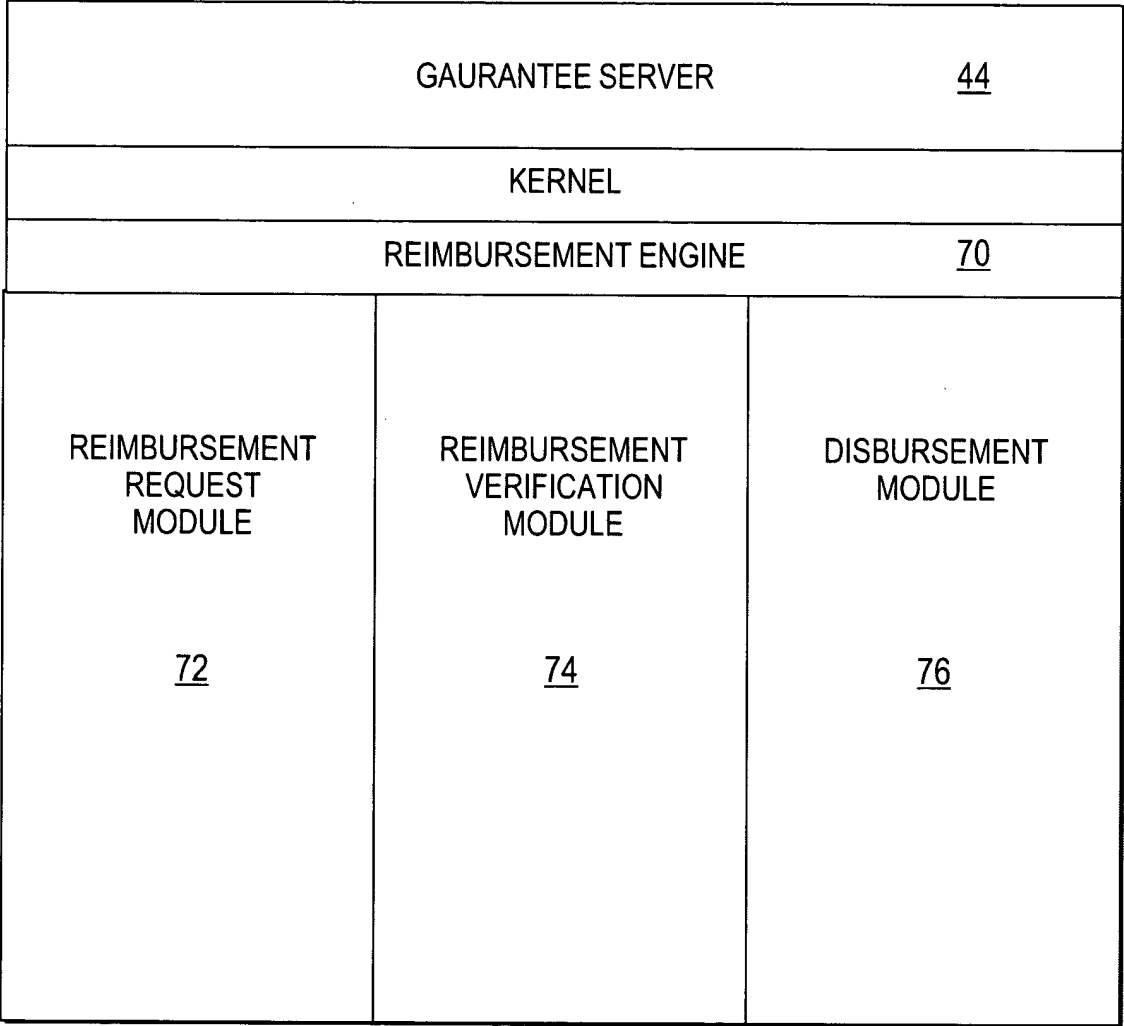


Fig. 7

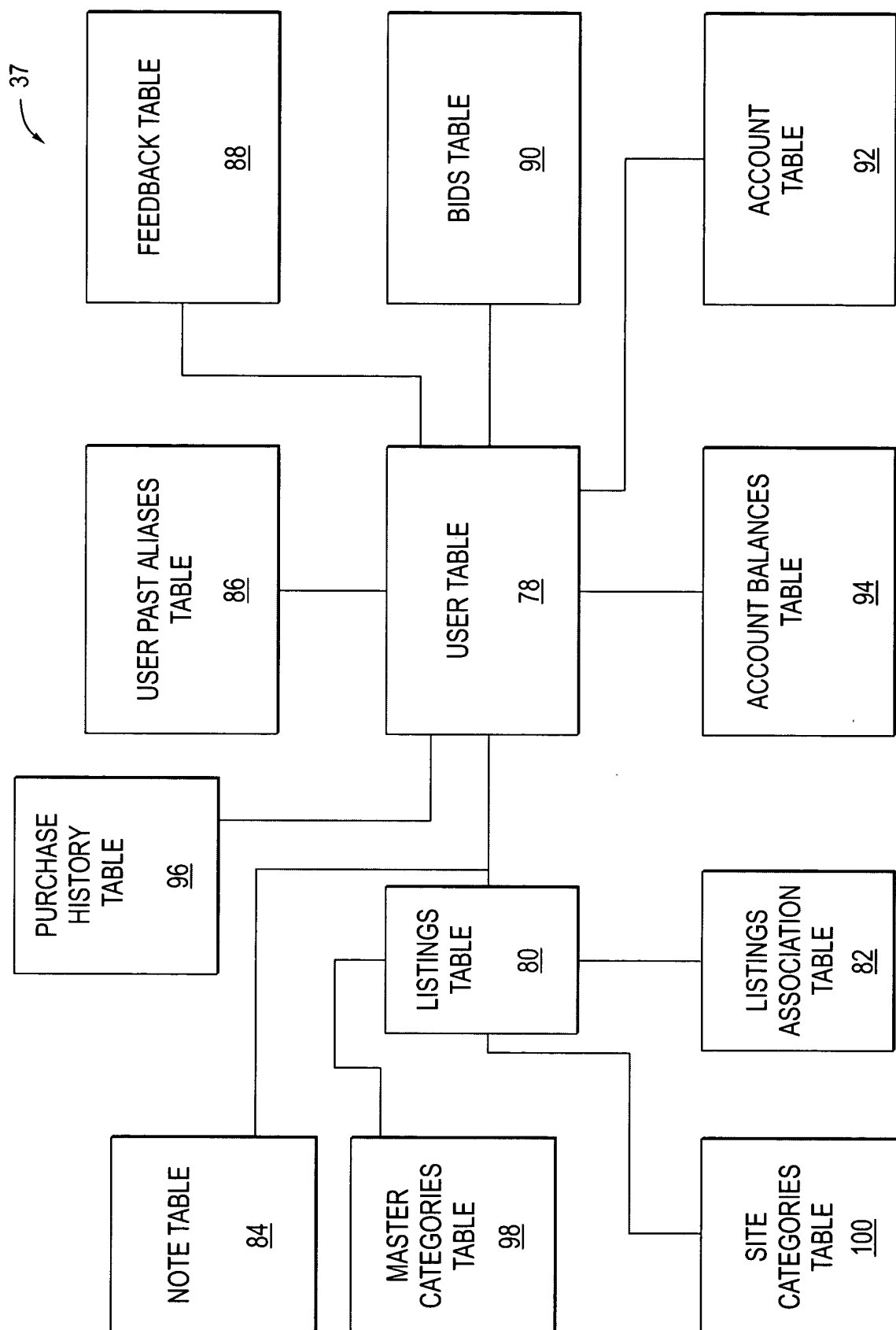


Fig. 8

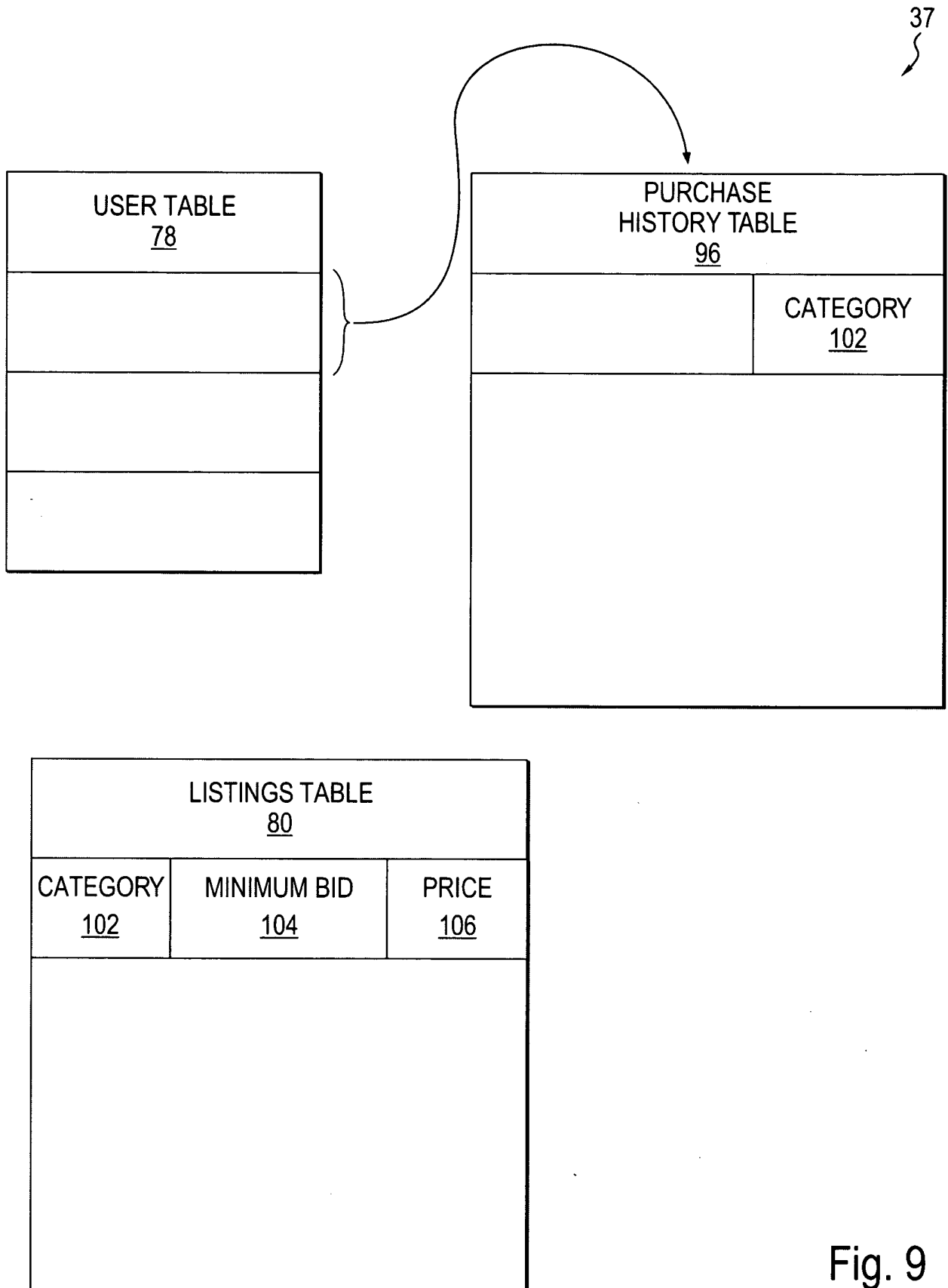


Fig. 9

52

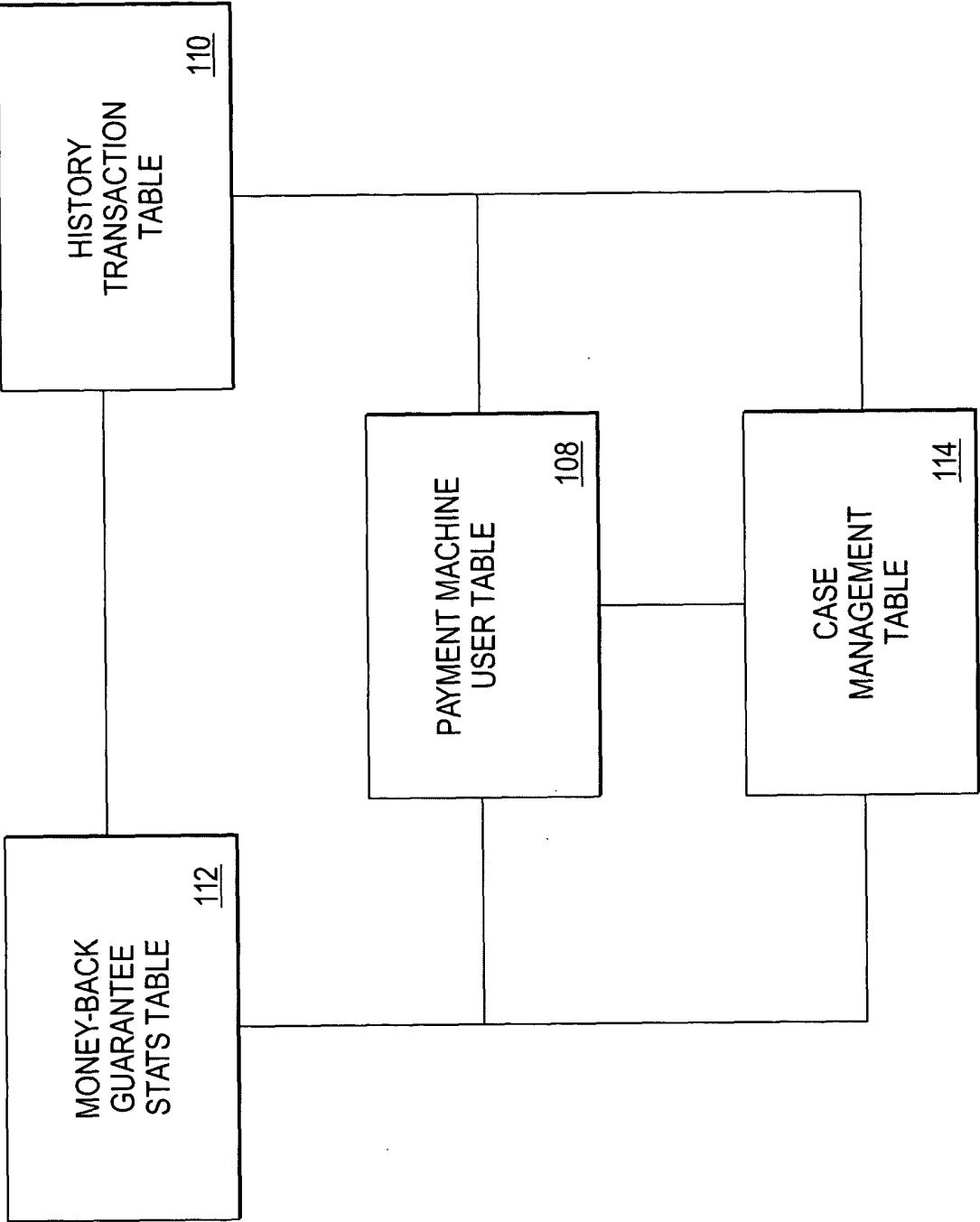


Fig. 10

USER TABLE 108

USER IDENTIFICATION (ID)	USER PERSONAL INFORMATION
<u>116</u>	<u>118</u>

TRANSACTION HISTORY TABLE 110

TRANSACTION DATE <u>120</u>	LISTING CATEGORY <u>122</u>	USER TYPE (BUYER / SELLER) <u>124</u>	MBG PURCHASED (BUYER) <u>126</u>	MBG FEE AMOUNT PAID <u>128</u>	TRANSACTION AMOUNT <u>130</u>	TRANSACTION ID <u>132</u>

MONEY-BACK GUARANTEE STATS TABLE 112

MBG OFFERED <u>134</u>	MBG OPTION SELECTED <u>136</u>	NO. OF REIMBURSEMENT REQUESTS FILED <u>138</u>	NO. OF REIMBURSEMENT PAID <u>140</u>

CASE MANAGEMENT TABLE 114

DATE OF REQUEST FOR REIMBURSEMENT <u>142</u>	REIMBURSEMENT DECISION <u>144</u>	REIMBURSEMENT AMOUNT <u>146</u>	REIMBURSEMENT DATE <u>148</u>	COMMENTS NOTES <u>150</u>

Fig. 11

152

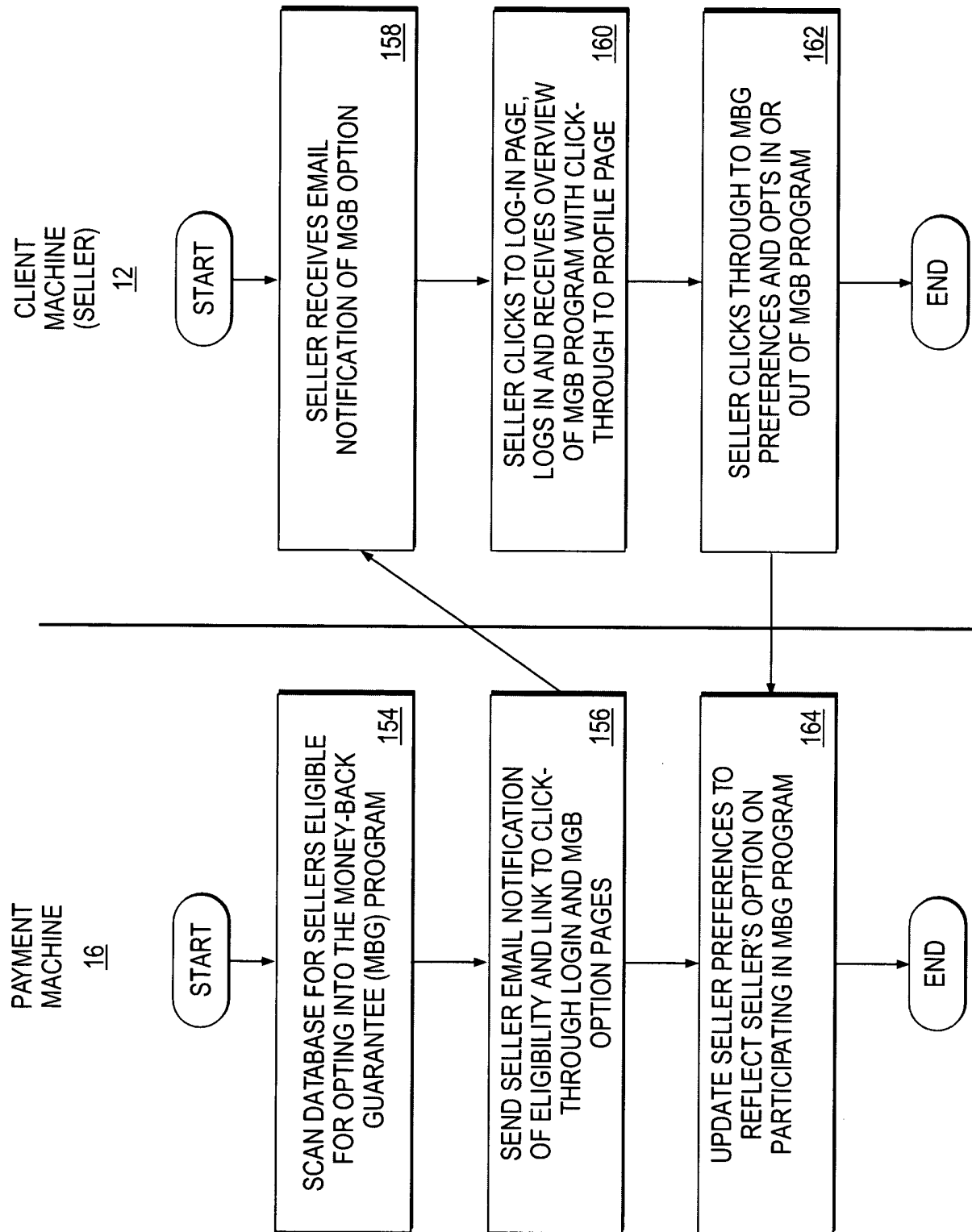
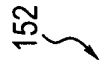


Fig. 12

166

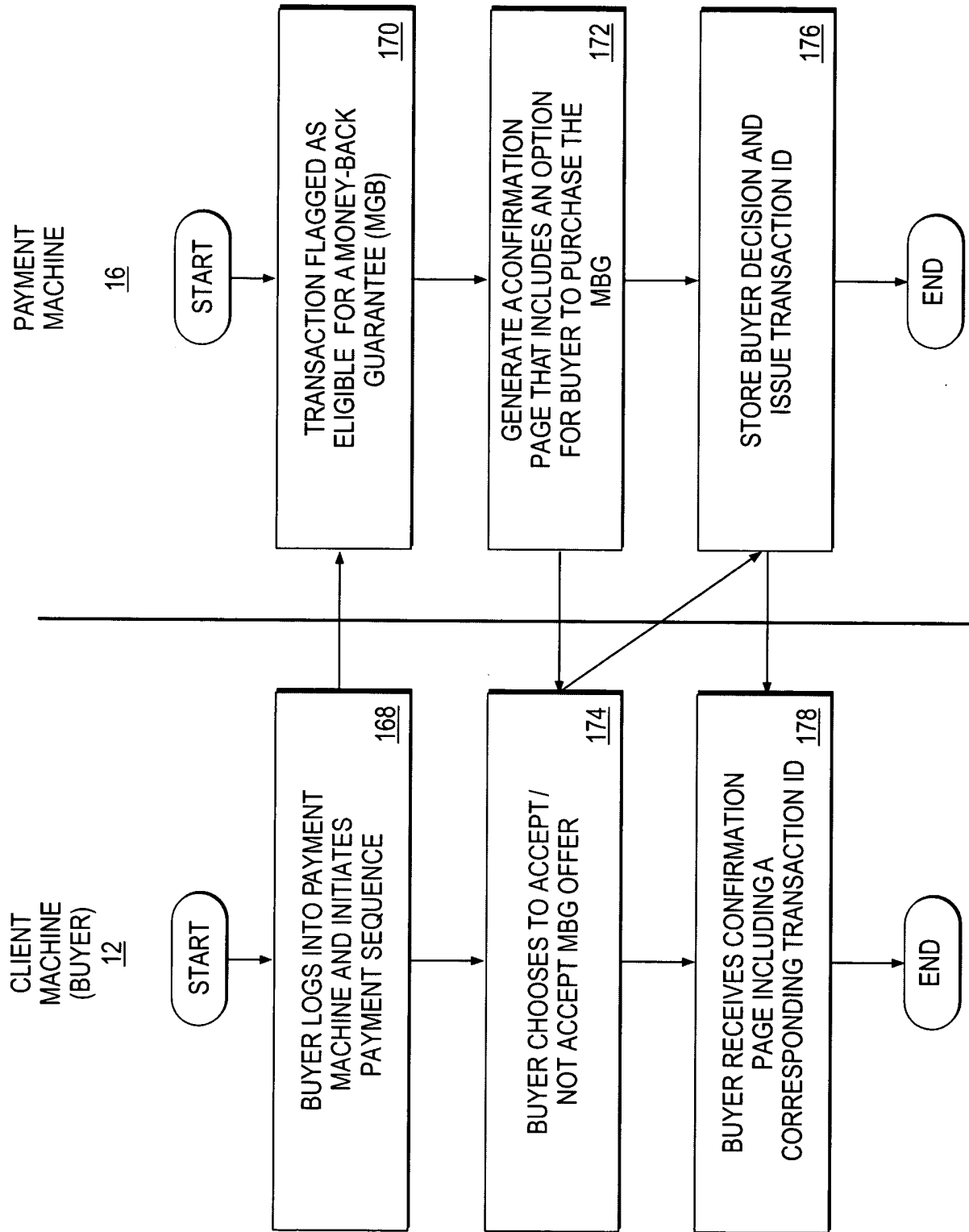


Fig. 13

180 ↗

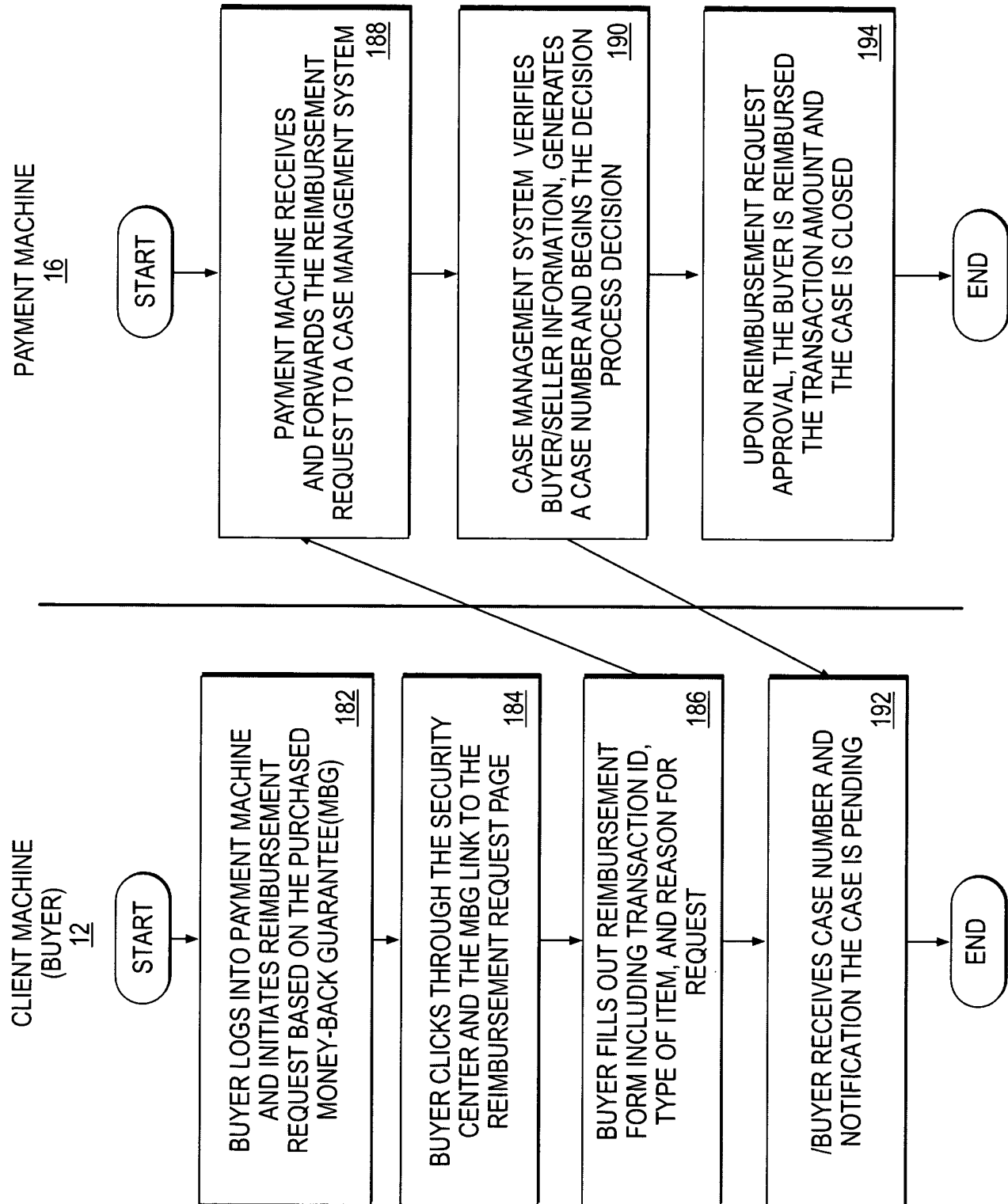


Fig. 14

200

BACK | [REFRESH](#) | [HOME](#) | [SEARCH](#)

Address

My Account

Overview

Add Funds

Withdraw

History

Profile

Log Out | [Help](#)

Money Back Guarantee

PayPal's Money Back Guarantee lets your buyers purchase protection from PayPal. The Money Back Guarantee allows your buyer to return the merchandise to PayPal if they are dissatisfied, at no additional cost or liability to you.

This program will only be offered for tangible goods transactions of less than \$1000 with pre-qualified sellers.

☒ Check this box to offer the PayPal Money Back Guarantee program to your buyers.

202

Fig. 15

BACK | REFRESH | HOME | SEARCH

Address: https://www.stage2.com/cgi-bin/webscr?__track=transaction-run:p/ema/index:_tran Go Links >>

Log Out | Help

My Account Send Money Request Money Shop Sell

Check Payment Details

Payment Details

Pay To: Nature's Keeper
User Status: Verified Business Member (0)
Type: Goods - Non-Auction
Amount: \$34.00
Total Amount: \$34.00

☐ Check here for Money Back Guarantee.
PayPal will guarantee receipt of and satisfaction with your purchase
for only \$2.70.

206

Send Money Edit Cancel

Fig. 16

BACK | REFRESH | HOME | SEARCH

Address

My Account Send Money Request Money Merchant Tools Auction Tools

Overview Add Funds Withdraw History Profile

Money Back Guarantee Reimbursement Request Form

Buyer Name:	John Doe	Seller Name:	Nature's Keeper 3
Mailing Address:	45862 MBG Street Seattle, WA 98101 US	Seller Email:	NK3@Domain.com
Mailing Address:	JD@Domain.com	Transaction Date:	Aug 20, 2003
Home Number:	(408)555-1234	Transaction Amt:	-\$3.00
Work Number:	(408)555-1212	Seller Status:	Verified
Buyer Status:	Verified		

Please provide the following information as part of your request.

Category of Purchase:

Reason for Request:

Additional comments:

characters left

Fig. 17

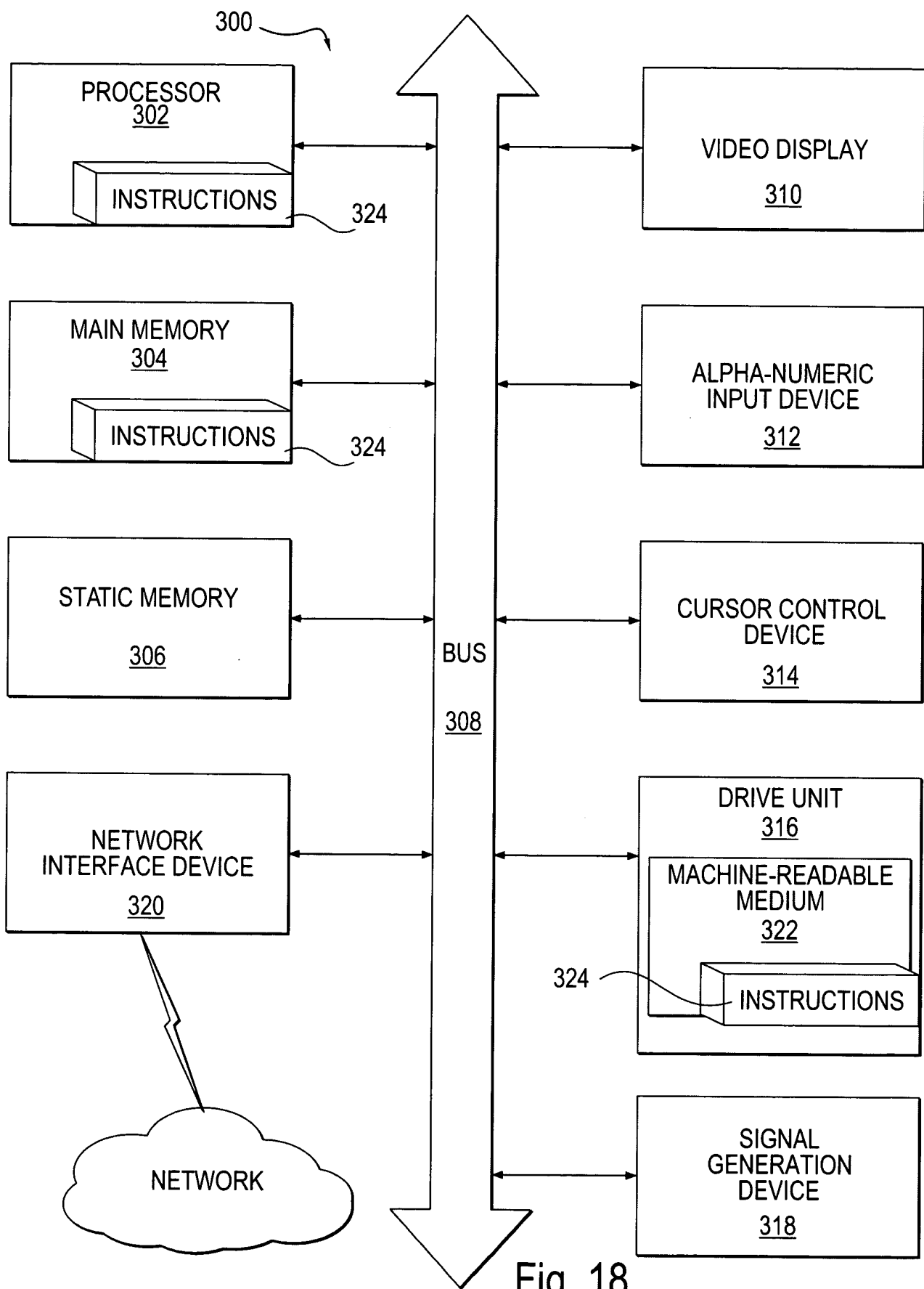


Fig. 18